Presentation Notes
Front of the House: Leadership and Teamwork
Restaurants are divided into two areas – the front-of-the-house and the back-of-the-house.

Each area has its own responsibilities and must work closely together to make the restaurant a success.
Employees

- Main function is to interact with customers
- Include
  - Servers
  - Cashiers
  - Hosts
  - Hostesses
  - Parking attendants

The front of the house is responsible for:
- Seating guests
- Selling food
- Transmitting orders to the kitchen
- Serving customers
- Bussing tables
- Obtaining payment from customers
Click on hyperlink to view video:
How to Staff the Front of the House | Restaurant Business
Learn how to staff the front of the house with the advice from Paul Bolles-Beaven in this restaurant business video from Howcast.
http://youtu.be/XzTxOvNqppw
Leaders inspire and motivate employees in the workplace.
Good leaders demonstrate the following skills:
- **Direction** – leaders communicate clearly and make sure others know what is expected of them
- **Lead dependably** – leaders treat everyone fairly and are accountable for their actions
- **Encourage others** – leaders influence through example and earn employee’s respect
- **Inspire others** – leaders motivate employees, praise their work and guide them to work as a team
- **Coach** – leaders guide their employees as they perform their tasks and praise their successes
- **Expect change** – leaders look for ways to improve and find better ways to do tasks
- **Nurture teamwork** – leaders observe team members as they perform their tasks, assist in improvements and listen attentively
Teamwork is part of every job but much more so in the food industry.
The following skills are needed to be successful in the restaurant business:

Communication skills:
Service staff must be able to speak well to both customers and coworkers.

Verbal skills:
• speak slowly and clearly
• make eye contact
• tone of voice should always be professional, pleasant and friendly

Nonverbal skills:
• stand straight
• do not chew gum, eat or drink while serving customers
• write clearly

Positive attitude:
• willingness to please the customer
• pride in your work
• always cheerful
• show courtesy to customers and coworkers

Respect yourself and others while on the job and accept responsibility for your actions.

Learn to practice empathy – the skill of thinking about what it would be like in another’s place.
Beverage station should include prepared beverages such as juice, milk, coffee, tea and soft drinks.

Each member of the staff must know how to operate and clean the beverage machines.

Service stations are where supplies to reset the tables are kept between customers. This includes dishes, glasses and eating utensils and sometimes bread and water for the customers.
Side work is where all service staff members have duties to perform before the customers arrive or before beginning a shift (can also be done at the end of the shift).

This may include:
- cleaning and refilling salt and pepper shakers
- sugar containers
- condiment containers
- cleaning seats, tables and floors
- folding napkins and setting tables

Sections:
Servers are usually responsible for a set number of tables in a section

Servers are responsible for:
- setting the tables
- taking orders
- delivering food
- clearing the tables
Disputes and conflicts are part of being on a team. Not everyone will get along all of the time.

Can you name some disputes that may arise while working in a restaurant? (focus on the front of the house)

Learn to negotiate.

Remember to focus on the problem and not the personalities involved. If you cannot resolve the conflict, be sure to discuss this with the manager.

Students will analyze conflicts in the workplace during the Guided Practice. Remind them that there is a process to resolve conflicts so that all parties are satisfied.
Questions?
References and Resources

Images:
- Microsoft Office Clip Art: Used with permission from Microsoft.

Textbooks:

YouTube™:
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  [http://youtu.be/x2TxEvWpppw](http://youtu.be/x2TxEvWpppw)